



**Stellar Phoenix
Mailbox Exchange
Recovery 6.0
User Guide**

Overview

Stellar Phoenix Mailbox Exchange Recovery offers a complete solution to recover corrupt MS Exchange database files.

The software recovers corrupt EDB files and restores all its content such as e-mails, attachments, contacts, calendars, tasks and journals. **Stellar Phoenix Mailbox Exchange Recovery** scans and extracts data from a corrupt EDB file, recovers it and then saves it in PST, MSG, EML, HTML, RTF and PDF format.

After recovering the mailbox file, the software shows its original content. All folders from the original EDB file are shown along with their content in a three-pane structure.

What's new in this version?

- Support for MS Exchange Server 2013.
- Search particular mails from the repaired file.
- Repair multiple EDB files.
- Save repaired data in HTML, RTF, PDF formats.
- Export recovered file to an Exchange Mailbox.

Key features of Stellar Phoenix Mailbox Exchange Recovery:

- User-friendly and secure software.
- Saves repaired Exchange database (EDB) file as a PST, MSG and EML file.
- Supports repairing of PUB.EDB files.
- Selective repairing of user mailboxes.
- Supports MS Office 2013, 2010, 2007, 2003.
- Supports MS Exchange Server 2013 / 2010 / 2007 / 2003 / 2000 / 5.5.
- Provides preview of mailboxes and mailbox items such as - Emails, Contacts, Calendar, Notes, Sent items, Attachments, etc.
- Compatible with Windows 8 / Windows 7 / Windows Vista / Windows Server 12 / Windows Server 8.

Installation Procedure

Before installing the software, check that your system meets the minimum system requirements:

Minimum System Requirements:

- **Processor:** Pentium Class
- **Operating System:** Windows 8 / Windows 7 / Windows Vista / Windows Server 12 / Windows Server 8
- **Memory:** Minimum 1 GB
- **Hard Disk:** 50 MB of Free Space
- **MS Outlook:** 2013, 2010, 2007, 2003

To install the software, follow these steps:

- Double-click **StellarPhoenixMailboxExchangeRecovery.exe** executable file to start installation. **Setup - Stellar Phoenix Mailbox Exchange Recovery** dialog box is displayed.
- Click **Next. License Agreement** dialog box is displayed.
- Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next. Select Destination Location** dialog box is displayed.
- Click **Browse** to select the destination path where the setup files will be stored. Click **Next. Select Start Menu Folder** dialog box is displayed.
- Click **Browse** to provide path for program's shortcuts. Click **Next. Select Additional Tasks** dialog box is displayed.
- Choose the check boxes as per your choice. Click **Next. Ready to Install** dialog box is displayed.
- Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.
- After completing the process, **Completing the Stellar Phoenix Mailbox Exchange Recovery Setup Wizard** window is displayed. Click **Finish**.

Note: Clear **Launch Stellar Phoenix Mailbox Exchange Recovery** check box before clicking **Finish** to prevent the software from launching.

Launching the Software

To launch Stellar Phoenix Mailbox Exchange Recovery in Windows 8:

- Click **Stellar Phoenix Mailbox Exchange Recovery** tile on the home screen. Or,
- Double click **Stellar Phoenix Mailbox Exchange Recovery** icon on the desktop.

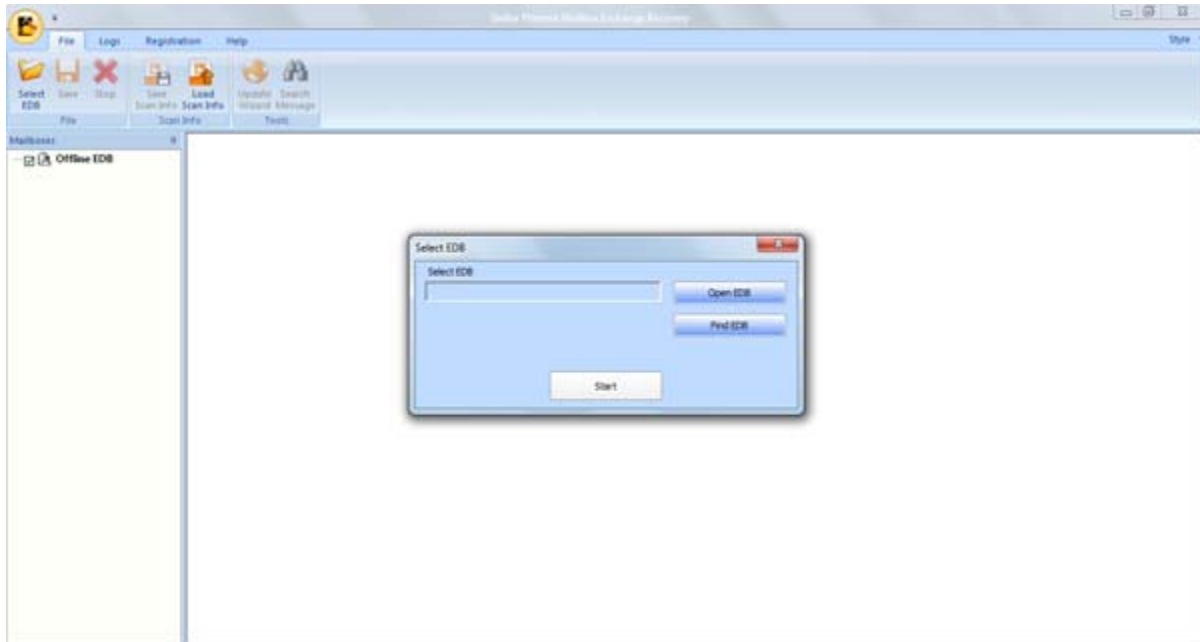
To launch Stellar Phoenix Mailbox Exchange Recovery in Windows 7 / Vista:

- Click Start -> Programs -> **Stellar Phoenix Mailbox Exchange Recovery** -> **Stellar Phoenix Mailbox Exchange Recovery**. Or,
- Double click **Stellar Phoenix Mailbox Exchange Recovery** icon on the desktop. Or,
- Click **Stellar Phoenix Mailbox Exchange Recovery** icon in Quick Launch.

User Interface

Stellar Phoenix Mailbox Exchange Recovery software has a very easy to use Graphical User Interface. The user interface contains features required for recovering the corrupt EDB file.

After launching the software, you will see the main user interface as shown below:



The user interface contains Menus and Buttons that let you access various features of the software with ease.

Menus

File Menu



Select EDB

Use this option to select the EDB file which you want to recover.

Save

Use this option to save the recovered file.

Stop

Use this option to stop the recovering process.

Save Scan Info

Use this option to save the scan information of the recovered files.

Load Scan Info

Use this option to load the scan information.

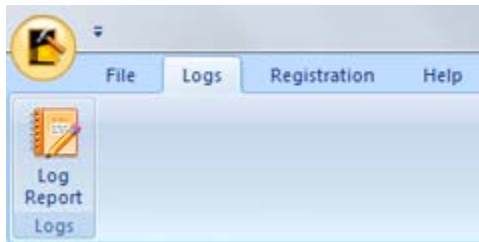
Update Wizard

Use this option to check for both, latest minor and major versions available online.

Search Message

Use this option to search for particular mails from the recovered file.

Logs Menu



Log Report

Use this option to view / save the log report.

Registration Menu



Registration

Use this option to register the software after purchasing.

Help Menu



Help

Use this option to view the help manual for the software.

Order

Use this option to [buy](#) **Stellar Phoenix Mailbox Exchange Recovery** software.

Support

Use this option view the [support page](#) of [stellarinfo.com](#)

Knowledgebase

Use this option to visit [Knowledgebase](#) articles of [stellarinfo.com](#)

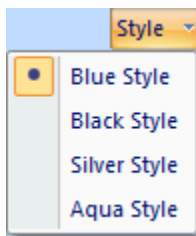
Enquiry

Use this option to [submit enquiry](http://stellarinfo.com) to stellarinfo.com

About

Use this option to read information about the software.

Style Menu



Use this option to switch between various themes for the software, as per your choice.

Buttons



Click this button to select the EDB file which you want to recover.



Click this button to save the recovered file.



Click this button to stop the recovering process.



Click this button to save the scan information of the recovered files.



Click this button to load the scan information.



Click this button to check for both, latest minor and major versions available online.



Click this button to search for particular mails from the recovered file.



Click this button to view / save the log report.



Click this button to register the software after purchasing.



Click this button to view the help manual for the software.



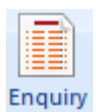
Click this button to buy **Stellar Phoenix Mailbox Exchange Recovery** software.



Click this button view the support page of stellarinfo.com.



Click this button to visit Knowledgebase articles of stellarinfo.com.



Click this button to submit enquiry to stellarinfo.com.



Click this button to read information about the software.

Ordering the Software

Click <http://www.stellarinfo.com/edb-exchange-server-recovery.htm> to know more about **Stellar Phoenix Mailbox Exchange Recovery**.

To purchase the software online, please visit <http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php>

Alternatively, click **Order** icon in **Help Menu** on **Menu Bar** to purchase the software online.

Select either of the methods given above to purchase the software.

Once the order is confirmed, a serial number will be sent to you through e-mail, which would be required to activate the software.

Registering the Software

You can visit <http://www.stellarinfo.com/edb-exchange-server-recovery.htm> to download demo version of **Stellar Phoenix Mailbox Exchange Recovery** software. The demo version is just for evaluation purposes and you must eventually register the software to use its full functionality. Once you purchase the software, you will receive a key using which you can register the software.

You can register the software using any of the following methods:


- Online Registration

After purchasing the software, a serial number will be sent via email, which is required to register the software. You need to enter the serial number, which is then verified by a license server and on verification, the software is registered.

- Manual Registration

To register the software manually, you will need to generate a PHX_REG.txt file and mail it to support@stellarinfo.com. After verification of the serial number and purchase details, the site key, which is required to register the software manually, will be sent to your email address.

Note: If the software is downloaded from <http://www.stellarinfo.com/edb-exchange-server-recovery.htm> (i.e., ESD version), it must be registered using Serial Number (received through email after purchasing the product) to use all the features of the software.

If the software is installed using the product installation CD (i.e., BOX version), hardware lock  , that is available with the software kit, is mandatory for the functioning of the software.

Online Registration

To register the software online:



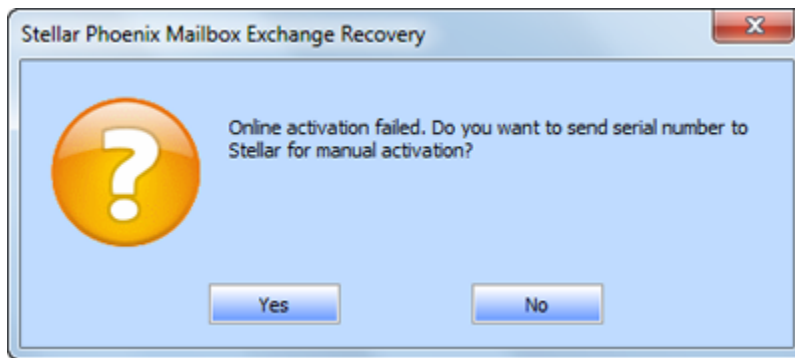
1. Launch demo version of **Stellar Phoenix Mailbox Exchange Recovery** software.
2. In **Registration Menu** on **Menu Bar**, Click **Registration**.
3. In **Registration Option** dialog box, select **I have the registration key**.
4. Select **Online Registration**. Click **OK**. A warning will appear, click **Yes** to continue.
5. In **Stellar Phoenix - Electronic Registration Wizard**, click **Next**.
6. Type the serial number (received through email after purchasing the product) in serial number field. Click **Next**.
7. The software would automatically communicate with the license server. After the registration is done, click **Finish** to complete the registration process.

Note: You can generate PHX_REG.txt file manually via online activation. View [Manual Registration](#) to perform the process of generating PHX_REG.txt file.

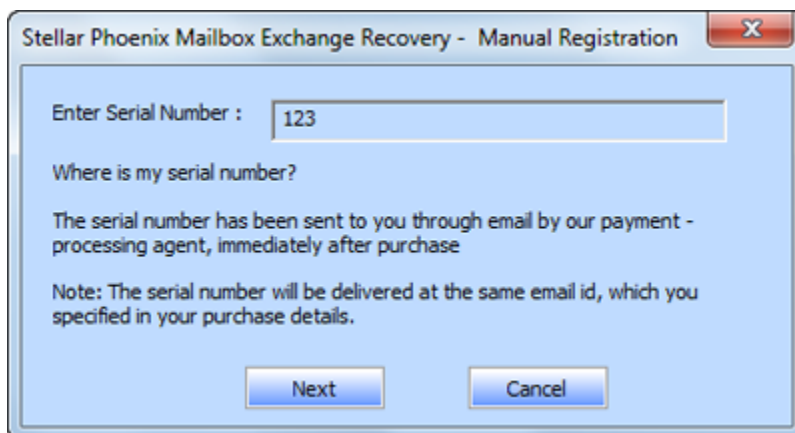
Manual Registration

To register the software manually:

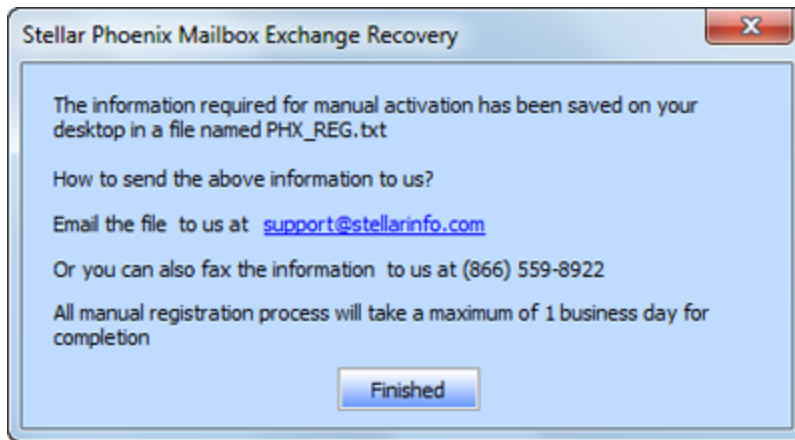
1. Launch demo version of **Stellar Phoenix Mailbox Exchange Recovery**.
2. In **Registration Menu** on **Menu Bar**, Click **Registration**.
3. In **Registration Option** dialog box, select **I have the registration key**.
4. Select **Online Registration**. Click **OK**. A warning will appear, click **Yes** to continue.
5. In **Welcome to Stellar Phoenix - Electronic Software Registration** wizard, click **Cancel**.
6. **Stellar Phoenix Mailbox Exchange Recovery** dialog box will open, click **Yes**.



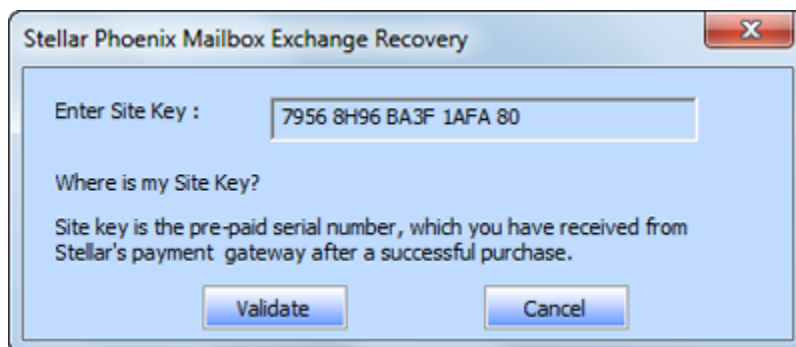
7. In **Manual Registration** dialog box, enter the serial number that you receive once you purchase the software. Click **Next**.



8. A file named PHX_REG.txt is created on your desktop. Email it to support@stellarinfo.com. Click **Finished**.



9. After verifying the purchase details, you will receive the site key, which is required to register the software manually.
10. After receiving the Site Key, open **Stellar Phoenix Mailbox Exchange Recovery**. In **Registration Option** dialog box, select **I have the registration key**.
11. Select **Manual Registration** and Click **OK**.
12. Enter the Site Key in **Enter Site Key** dialog box. Click **Validate**.



Note: The site key is delivered to the email address through which the serial number is sent.

Updating the Software

Stellar releases periodical software updates for **Stellar Phoenix Mailbox Exchange Recovery** software. You can update the software to keep it up-to-date. These updates can add a new functionality, feature, service, or any other information that can improve the software. Update option of the application is capable of checking for latest updates. This will check for both latest minor and major versions available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs. Note that demo version of the software cannot be updated.

To update Stellar Phoenix Mailbox Exchange Recovery:

- Click Update Wizard icon from **File Menu**.
- Stellar Update Wizard window opens. Click Next. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.
- Click Next and the software will download the files from the update server. When the process is complete, the software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure
- Updates are not available
- Unable to download configuration files
- Unable to locate updated files or version
- Unable to locate executable file

Note: *If a major version is available, you need to purchase the software in order to upgrade it.*

Stellar Support

Our Technical Support professionals will give solutions for all your queries related to Stellar products.

You can either call us or go online to our support section at <http://stellarinfo.com/support/>

For price details and to place the order, click <http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php>

Chat Live with an Online technician at <http://stellarinfo.com/support/>

Search in our extensive Knowledgebase at <http://www.stellarinfo.com/support/kb/>

Submit enquiry at <http://www.stellarinfo.com/support/enquiry.php>

E-mail to Stellar Support at support@stellarinfo.com

Support Helpline

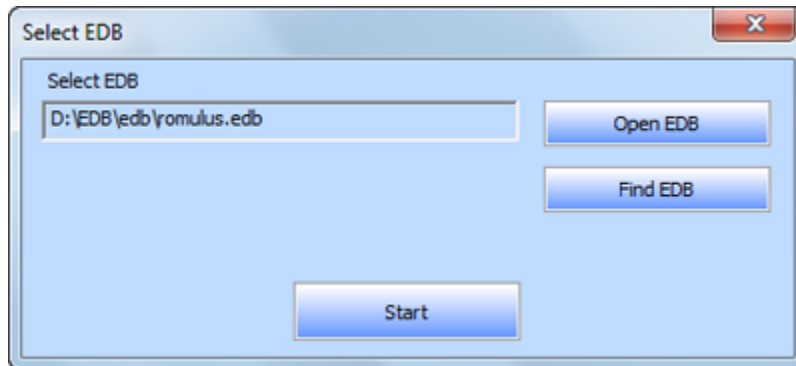
Monday to Friday [24 Hrs. a day]

USA (Tollfree- Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777
Skype Id	stellarsupport
Email Orders	orders@stellarinfo.com

Select EDB File

To Select an EDB File:

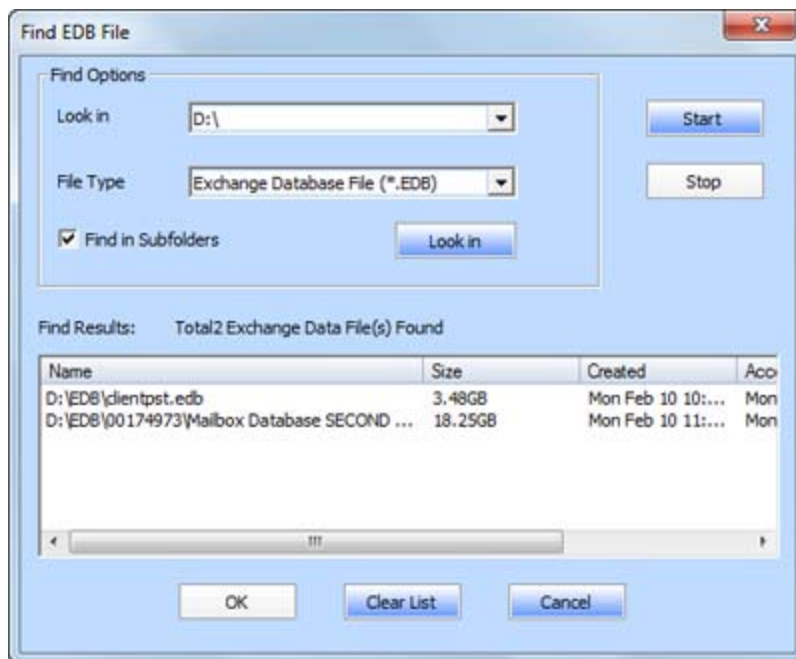
- Click **Select EDB** from **File Menu**. **Select EDB** dialog box opens.
- Click **Open EDB** to select the EDB file that you want to recover.



Stellar Phoenix Mailbox Exchange Recovery also allows you to search for EDB files in your computer's hard drive, in case you don't know their location.

To Find an EDB File:

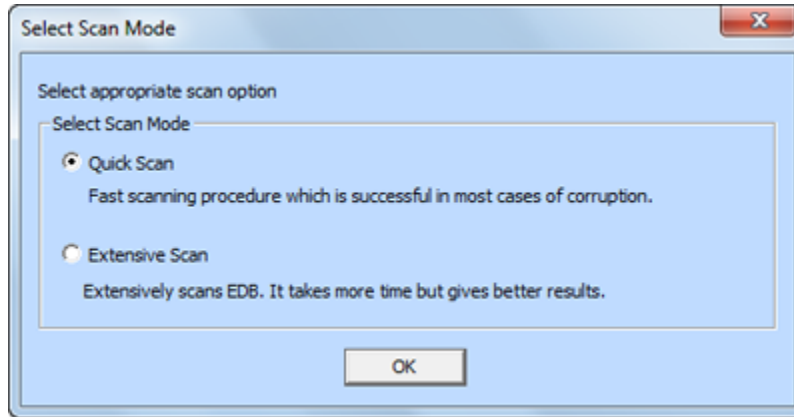
- Click **Find EDB** in **Stellar Phoenix Mailbox Exchange Recovery** dialog box. **Find EDB File** dialog box opens.
- From **Find Options** section, select the required drive from the **Look in** list box or click **Look in** to search for EDB files within a specific folder. Click **Start** to start searching for EDB files.
- After the search is complete, list of EDB files found in the selected drive / folder is shown in **Find EDB File** dialog box as shown below:



- Select file you wish to recover from this list and click **OK**.

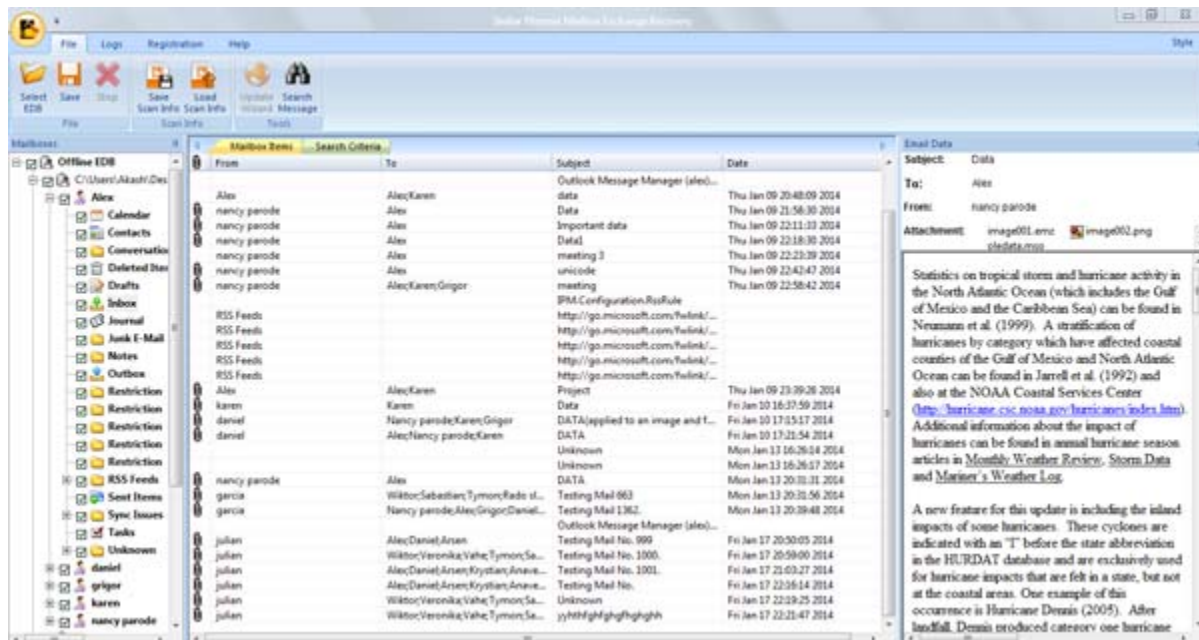
Scan EDB File

- After selecting the EDB file that you want to recover, click **Start**. **Select Scan Mode** dialog box opens.



- If you want to quickly scan the corrupt EDB file, select **Quick Scan**, which is a fast mode to scan and recover corrupt EDB file. Or, If you want to scan the corrupt EDB file extensively for better results, select **Extensive Scan**. Click **OK** to start the scanning process.
- Once scanning is complete, you can preview the scanned file.

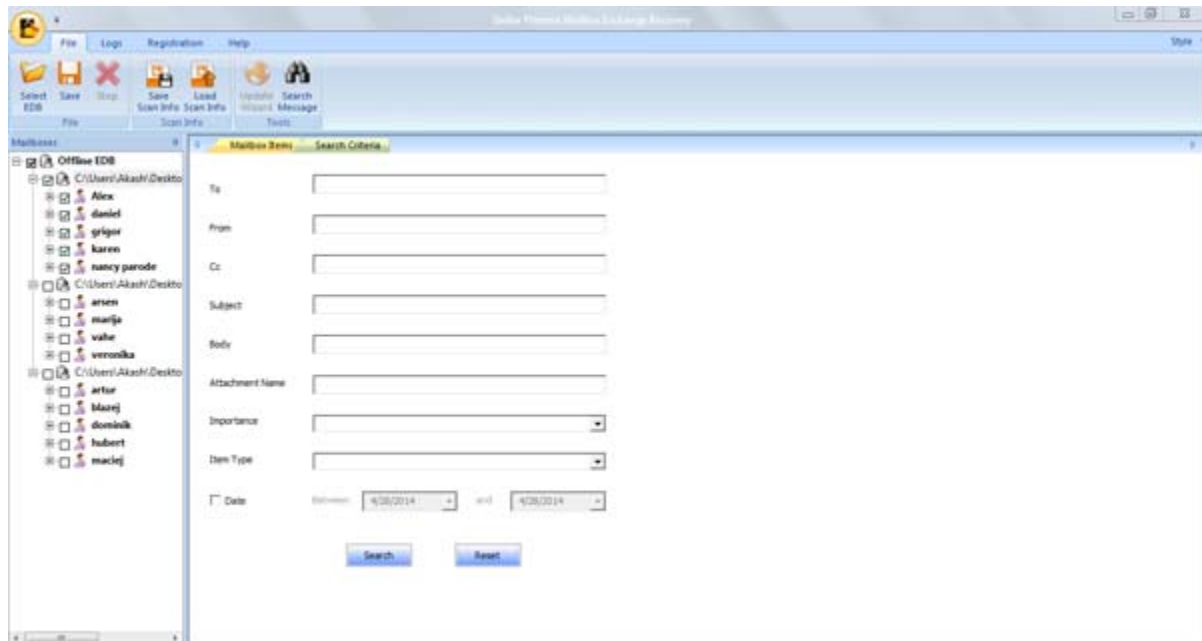
Left pane displays selected EDB filename under Root node in a tree like structure while the Middle pane displays the list of recovered mails. Click on any mail in the middle pane to see its content, which is displayed in right pane as shown below:



Stellar Phoenix Mailbox Exchange Recovery also allows you to search for particular mails from the scanned file.

To search for particular mails:

- Click on **Search Criteria** tab in Preview window, or select **Search Message** from **File Menu**.



- Enter your requirements for any of the given attributes and then click **Search** to search for mails. However, you can only select one EDB at a time to search for mails.

Save & Load Scan Info

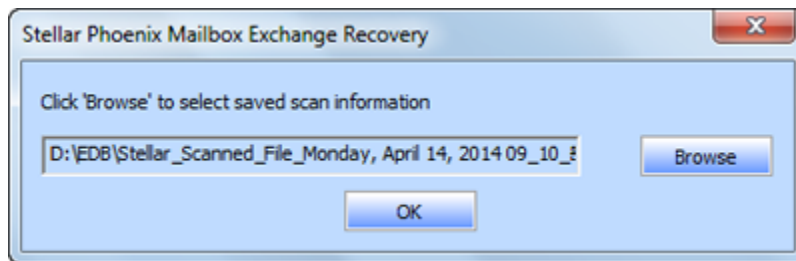
With **Stellar Phoenix Mailbox Exchange Recovery**, you can save the scan information of the recovered files, in case you need to access it at a later stage.

To save the scan info:

- From **File Menu**, select **Save Scan Info**.
- Click **Browse** to select the destination where you want to save the scan info. Click **OK**.

To load the scan info:

- From **File Menu**, select **Load Scan Info**.
- Click **Browse** to select the .img file from which you want to load the scan info. Click **OK**.

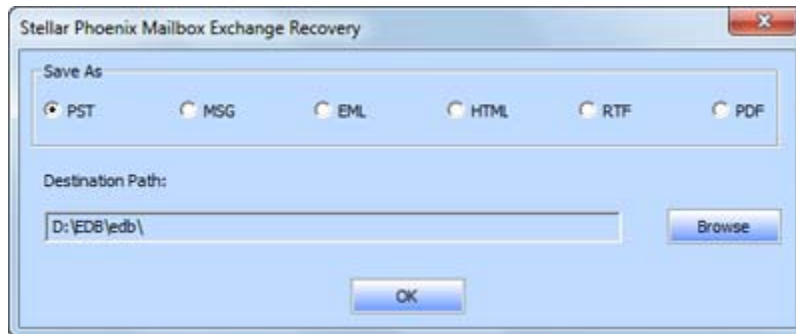


Save Scanned File

Stellar Phoenix Mailbox Exchange Recovery allows you to save the recovered files in various formats like PST, MSG, EML, HTML, RTF and PDF.

To save the recovered files:

- Click **Save** from **File Menu**.
- Select the required format and then select the destination where you want to save the file. Click **OK**.



Using **Stellar Phoenix Mailbox Exchange Recovery**, you can save individual mailboxes in either of the given formats.

To save mailboxes individually, simply right-click on it and:

- Select Save as PST to save the mailbox in PST format.
- Select Save as MSG to save the mailbox in MSG format.
- Select Save as EML to save the mailbox in EML format.
- Select Save as HTML to save the mailbox in HTML format. (Attachments cannot be saved, however, their names are visible)
- Select Save as RTF to save the mailbox in RTF format. (Attachments cannot be saved, however, their names are visible)
- Select Save as PDF to save the mailbox in PDF format. (CC of the mails is not shown and attachments cannot be saved, however, their names are visible)

Note: You can also right click on a message to save it individually in all formats **except PST**.

You can export the recovered file to an Exchange Mailbox as well, using the following steps:

- Right Click on the tree item which you want to export and select **Export to Exchange Mailbox**.
- In **Connect to Exchange Server Mailbox** dialog box, choose **Connect to single mailbox** or **Connect to all mailboxes on server**, based on your requirement.

Stellar Phoenix Mailbox Exchange Recovery

Connection Options

☐ Connect to single mailbox

☒ Connect to all mailboxes on server

Microsoft Exchange Server Information

☒ Exchange Server 2010/2013

Admin Email: administrator@exch10.local

Server Name: exch10.local

User Password: *****

OK

- In **Connect to Exchange Server Mailbox** dialog box, select Connection Options (either **Connect to single mailbox** or **Connect to all mailboxes on server**) and then enter Microsoft Exchange Server Information details. Click **OK**.
- In **Export To Mailbox** dialog box, double click the mailbox to which you want to export the mails. Click **OK**.

Export to Mailbox

Double click to select mailbox in which you want to import mails.

Mailbox Name	Email Id	Status
hubert	hubert@exch10.local	Connected
husen	husen@exch10.local	Connected
jacky	jacky@exch10.local	Connected
jakub	jakub@exch10.local	Connected
jally	jally@exch10.local	Connected
johnne	johnne@exch10.local	Connected
journal	journal@exch10.local	Disconnected
journal mailbox	journalingmailboxalias@exch10.local	Disconnected
julian	julian@exch10.local	Connected
Junaid Hanif	junaid@exch10.local	Connected
kanner	kanner@exch10.local	Disconnected

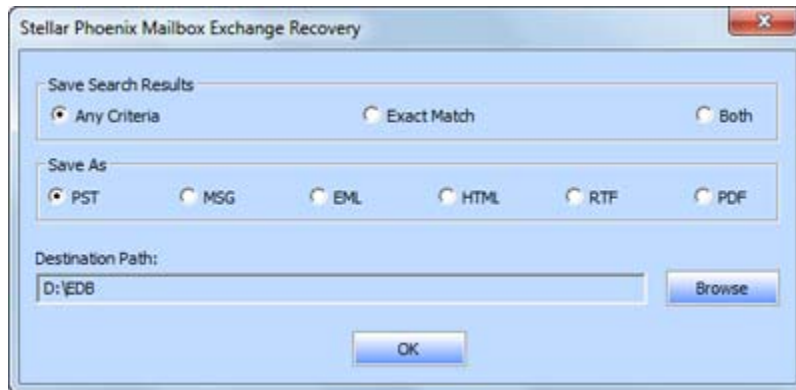
66 mailboxes found.

Clear All Filters

Stellar Phoenix Mailbox Exchange Recovery also allows you to save only those messages, which you have searched for using **Search Criteria** option.

To save search results:

- Click **Save** from **File Menu**.
- Select **Save Search Results** and click **OK**.
- Select your preference from **Save Search Results** section, select the required format, and then select the destination where you want to save the file. Click **OK**.



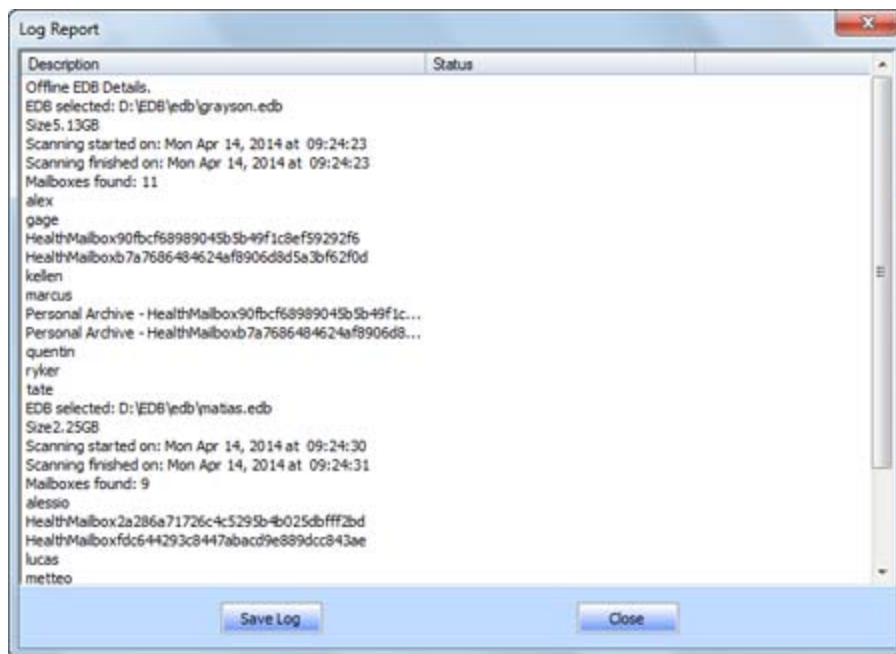
Note: After search is complete, you can right click on messages to save them individually.

View Log Report

With **Stellar Phoenix Mailbox Exchange Recovery**, you can save the Log Report to analyze the repairing process at a later stage.

To save the log report:

- From **Logs** menu, select **Log Report**.
- In **Log Report** dialog box, click **Save Log**.



- In **Save As** dialog box, specify the location where you want to save the log file. Click **Save**.

FAQs

1. What is the difference between an EDB file and a STM file?

The EDB file is the main repository for the mailbox data. The STM or streaming media file is used in conjunction with the EDB file to comprise the Exchange database. Both files together make up the database, and as such, they should always be treated as a single entity. Typically, if you perform an action on the EDB file, the stm file is automatically included. The purpose of the STM file is to store streamed native Internet content.

When you install a new Exchange server in an organization, two data stores are created automatically: a default mailbox store and default public folder store. Two database files are associated with the default mailbox store:

Priv1.EDB: A rich-text database file containing message headers, message text, and standard attachments.

Priv1.STM: A streaming internet content file containing audio, video and other media that are formatted as streams of Multipurpose Internet Mail Extensions (MIME) data.

The stm file houses Internet content message streams as defined in Request for Comments (RFC 822), and the edb file contains messages that are in MAPI format (Rich Text Format).

When an Internet mail message comes into the Exchange information store, the body of the message is saved in the stm file, and the header information (From, To, Cc, Time Sent, and so on) is converted to Rich Text Format (RTF), and then stored in the edb file.

2. While trying to activate the software, I'm getting an error message that the software is not installed correctly. How can I activate the software?

You need to start **Crypkey** service which is currently stopped. Kindly follow the steps below to start **Crypkey** service.

- Go to **Control Panel**.
- Open **Administrative**.
- Then, open **Services**.
- Now, right click **Crypkey License** and click **Start**.
- After starting the **Crypkey Service**, try to activate the software.

3. I am not able to find my EDB file, how do I locate it?

Use **Find EDB** option to search and locate the EDB files.

4. I want to recover my Calendars and address book, how do I recover them using mailbox exchange recovery tool?

First you need to recover mailboxes from the edb file using the software. Then, import the PST file in outlook and check your calendars and address book.

5. What is difference between Quick Scan and Extensive Scan?

Quick Scan mode is a fast mode to scan and recover corrupt EDB file. If you are not satisfied with the Quick Scan mode, then you can try Extensive Scan mode. Extensive Scan mode of scanning an EDB file is slow but more effective process. This mode is more powerful than Quick Scan mode. It is able to recover even highly corrupted EDB files.

6. Can I export the recovered file to an Exchange Mailbox?

Yes, you can export the recovered file to an Exchange Mailbox. Refer to Save Scanned File section for complete steps.

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About Stellar

Stellar Information Technology Private Limited is a trusted name in the field of Data Recovery and Data Protection Software for more than a decade.

We provide the widest range of Data Recovery Products. Our range includes Data Recovery Software for almost all Operating Systems and File Systems.

Product line:

Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. [More Info >>](#)

File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. [More Info >>](#)

E-mail Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of E-mail. [More Info >>](#)

Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. [More Info >>](#)

Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. [More Info >>](#)

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